STATE AGENCY COMPLAINT RESOURCES

Approved by: Office of Academic Affairs

History: Updated: January 17, 2017

Related Policies: Complaints and Grievances (catalog.stkate.edu/policies/stu-non-acad/comp-griev)


For Questions Contact: Associate Academic Dean for the College for Adults | 651.690.7751

When concerns or complaints arise, St. Catherine University expects students to work with faculty and/or staff to try to find a resolution in accordance with University policies and procedures.

If after following the University process, a student feels that there is still a concern or complaint, they may express their concern or complaint to the appropriate state authorizer or accrediting body. For students from Minnesota, information for the Minnesota Office of Higher Education (http://www.ohe.state.mn.us) and the Higher Learning Commission (https://www.hlcommission.org) is provided below.

Minnesota Office of Higher Education
Institutional Licensing and Registration
1450 Energy Park Drive, Suite 350
Saint Paul, MN 55108
Phone: 651.25.3965
www.ohe.state.mn.us (http://www.ohe.state.mn.us)

Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
Phone: 800.621.7440
www.hlcommission.org (http://www.hlcommission.org)

Students from California, Georgia, Massachusetts, Florida, or Virginia, who are enrolled in distance education courses through St. Catherine University should submit initial complaints through their course or program to St. Catherine University. If the complaint is not resolved through contact with St. Catherine University, a complaint may be forwarded to the National Council for State Authorization Reciprocity Agreement (SARA) representative at the Minnesota Office of Higher Education. Information on SARA can be found at www.nc-sara.org (http://www.nc-sara.org).

California
Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
Phone: 916.341.6959
www.bppe.ca.gov (http://www.bppe.ca.gov)

Georgia
Nonpublic Postsecondary Education Commission
2082 East Exchange Place Suite 220
Tucker, GA 30084-5305
Phone: 770.414.3300

Massachusetts
Massachusetts Dept of Education
One Ashburton Place, Room 1401
Boston, MA 02108
Phone: 617.994.6950
www.mass.edu (http://www.mass.edu)

Virginia
State Council of Higher Education for Virginia
101 N. 14TH St., 10TH FL
James Monroe Building
Richmond, VA 23219 - 3659
Phone: 804.225.2600
www.schev.edu (http://www.schev.edu)

All Other States
Students from all other states who are enrolled in distance education courses through St. Catherine University should submit initial complaints through their course or program to St. Catherine University. If the complaint is not resolved through contact with St. Catherine University, a complaint may be forwarded to the National Council for State Authorization Reciprocity Agreement (SARA) representative at the Minnesota Office of Higher Education. Information on SARA can be found at www.nc-sara.org (http://www.nc-sara.org).